

# ARIZONA DEPARTMENT OF VETERANS' SERVICES

## INTERNAL MANAGEMENT POLICY 00-02

SUBJECT: INTERNET USAGE

EFFECTIVE DATE: July 1<sup>st</sup>, 2000

1.0 POLICY: It is the policy of the Arizona Department of Veterans' Services to provide employees with Internet access guidance on its use. The Internet is a communications tool made available to selected Arizona Department of Veterans' Services employees to enhance performance of their duties. Its use should be limited to legitimate agency business and managed by rules of conduct applicable to any other Information Technology resource.

2.0 AUTHORITY: A.R.S. §41-604, Duties and powers of the (ADVS) director; §41-3504.A.1.(13.) Powers and duties of the (GITA) agency; violation; classification; and §41-1350 Records definition.

3.0 RESPONSIBILITY: Internet users shall comply with all applicable federal and state laws, regulations, Arizona Department of Veterans' Services policies, procedures and guidelines. The IT Department is responsible for providing education on Internet use and giving employees acknowledgement forms to be signed. Supervisors are responsible for notifying IT when employees require Internet access and collecting signed acknowledgements from employees. ADVS Human Resources is responsible for filing acknowledgements in the official personnel file. Violation of this policy may result in revocation of the privilege and/or disciplinary action.

4.0 DEFINITIONS:

- 4.1 "Information Technology" means all computerized and auxiliary automated information processing, telecommunications and related technology, including hardware, software, vendor support and related services, equipment and projects.
- 4.2 "Information Technology Department" means the ADVS Department responsible for all aspects of IT for the agency (including Internet access for the agency).
- 4.3 "Internet" means an electronic communications network that connects computer networks and organizational computer facilities around the world.
- 4.4 "Internet user" means an agency employee, contract employee or other agency-authorized person who accesses the Internet through the use of state/agency owned/controlled computer equipment.

- 5.0 PROCEDURES: Internet access is an Information Technology/computer service and is the property of the Arizona Department of Veterans' Services and the State of Arizona. The Arizona Department of Veterans' Services reserves the right to monitor Internet use by any user at any time. The Arizona Department of Veterans' Services Director or Information Technology Manager may determine appropriate use and may deny, revoke, suspend or close any user account at any time, based upon a determination of inappropriate use.
- 5.1 Performing the following functions and those specifically assigned by supervisors are appropriate for Internet users:
- 5.1.1 Communications and information exchanges directly relating mission, goals and work tasks of the Arizona Department of Veterans' Services.
  - 5.1.2 Announcements of state laws, procedures, hearings, policies, services or activities.
  - 5.1.3 Use for advisory, standards, research, analysis, and professional society or development activities related to the user's departmental duties and responsibilities.
- 5.2 It is unacceptable for an Internet user to view, submit, publish, display, or transmit on the network, or any Arizona Department of Veterans' Services computer system, any information that:
- 5.2.1 Violates or infringes on the rights of any other person.
  - 5.2.2 Contains defamatory, false, abusive, obscene, pornographic, profane, sexually oriented, threatening, racially offensive, or otherwise biased, discriminatory, or illegal material.
  - 5.2.3 Violates any applicable, including federal, state and agency regulations prohibiting sexual harassment.
  - 5.2.4 Intentionally restricts or inhibits other authorized users from using the system or the efficiency of the computer systems.
  - 5.2.5 Encourages the use of controlled substances or uses the system for the purpose of criminal intent.
  - 5.2.6 Uses the system for any other illegal purpose.
- 5.3 Internet users may not use the Internet to:
- 5.3.1 Conduct personal or unapproved business, or personal business transactions.
  - 5.3.2 Solicit any activity prohibited by law.
  - 5.3.3 Transmit material, information, or software in violation of any local, state, or federal law.
  - 5.3.4 Conduct any political activity.
  - 5.3.5 Conduct any gambling, betting or gaming activity.
  - 5.3.6 Conduct any activity for personal gain. (i.e., stock trading)
  - 5.3.7 Make unauthorized purchases.
- 5.4 Consent – All Internet users shall acknowledge and consent that all network and Information Systems activity is the property of the Arizona Department of Veterans' Services and the State of Arizona, and therefore should not consider any Internet activity to be private.

- 5.5 Copyright laws must be obeyed. All communications and information accessible via the Internet should be assumed to be private property. Internet users shall honor copyright laws including those protecting software and intellectual property.
  - 5.5.1 Duplicating, transmitting, or using software not in compliance with software license agreements is considered copyright infringement.
  - 5.5.2 Users shall not make copies of software or literature without authorization and the full legal right to do so.
  - 5.5.3 Unauthorized use of copyrighted materials, or another person's original writings, is considered copyright infringement.
  - 5.5.4 Internet users shall not transmit copyrighted materials, belonging to others, over the Internet without permission.
  - 5.5.5 If the Arizona Department of Veterans' Services permits, users may download copyrighted material from the Internet, but its use must conform with the restrictions posted by the author or current copyright law.
  - 5.5.6 Copyrighted information used on web sites must be clearly identified as such.
  - 5.5.7 Public Domain Material may be downloaded for business related use. Redistribution of public domain materials is done so with the assumption of all risks regarding the determination of whether or not the materials are in the public domain. Any redistribution of public domain materials is strictly limited to non-commercial use.
- 5.6 Internet E-mail may only be used for official business and is subject to the same restrictions and guidelines as the Arizona Department of Veterans' Services E-mail Usage Policy, IMP 00-01.
  - 5.6.1 Users should not consider E-mail to be either private or secure.
  - 5.6.2 E-mail via the Internet is not as reliable nor as secure as internal E-mail.
  - 5.6.3 Internet E-mail users should be aware that monitoring Internet use, including sites visited, can be accomplished without user consent, and may occur without prior notice.
- 5.7 Downloading – Downloading information from the Internet is permitted only when it meets the restrictions of the Arizona Department of Veterans' Services Director or the Information Technology Manager.
  - 5.7.1 If any user suspects downloaded material may have been infected by a virus, the Arizona Department of Veterans' Services Information Technology Department should be contacted immediately.
- 5.8 Records Retention of electronic information is outlined in Arizona Department of Veterans' Services E-mail Usage Policy, IMP 00-01.
  - 5.8.1 The records retention requirements shall apply to all records obtained or received via the Internet.

- 5.8.2 Arizona Department of Veterans' Services employees who transmit or receive material via the Internet shall determine whether to preserve or delete the material and communications consistent with the records retention schedule and records retention policy of the Arizona Department of Veterans' Services.
- 5.9 Arizona Department of Veterans' Services employees with questions regarding records retention should contact the IT Department and/or ARS § 41-1347, 41-1350, and 39-121.01(B).
  - 5.9.1 Routine E-mail and communications (similar to oral conversation and voice mail, defined as expeditious communication on routine matters such as scheduling meetings and conference calls) may be deleted after the required action is taken.
- 5.10 Regulation and policy enforcement is ultimately the responsibility of the Arizona Department of Veterans' Services Director.
  - 5.10.1 The Information Technology Manager shall be responsible for agency compliance with the provisions of this policy and for investigating suspected non-compliance.
  - 5.10.2 If in doubt, Internet users should seek policy clarification from an appropriate Arizona Department of Veterans' Services supervisory authority.
  - 5.10.3 Agency employees with questions regarding records retention should contact their supervisor and refer to A.R.S. §§ 41-1347, 41-1350, and 39-121.01(B).
- 6.0 IMPLEMENTATION: This policy shall be implemented without change on the effective date.

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Patrick F. Chorpensing, Director

ATTACHED: INTERNET USAGE POLICY ACKNOWLEDGEMENT FORM